

## CCRSN GRIEVANCE ACKNOWLEDGEMENT LETTER TEMPLATE

Dear,

The purpose of this letter is to acknowledge receipt of the grievance you filed with us on [date]. Under Washington Administrative Code 388-865-0255, you have the following rights under the grievance process:

1. Acknowledgement that the complaint or grievance has been received within one working day of receipt. Acknowledgement may be by telephone with written acknowledgement mailed within five working days.
2. Investigation and resolution of complaints or grievances and a written response within thirty days. This timeframe can be extended by mutual written agreement, not to exceed ninety days.
3. Resolution of grievances at the lowest level possible.
4. Access to a formal process for dispute resolution.
5. Information about how to access the Mental Health Ombuds service for assistance during the grievance process. The Mental Health Ombudsman can be reached at 397-6465 or toll free at 1-877-397-6465.
6. Participation of other people in the process, at your choice.
7. Access to needed mental health services during the grievance process.
8. Follow-up by the Regional Support Network to assure that there is no retaliation against you for filing a grievance.
9. To be informed of your right to file an administrative hearing with the Department of Social and Health Services (DSHS) instead of using the Regional Support network complaint and grievance process. You have the right to a hearing when:
  - a) You believe there has been a violation of DSHS rule;
  - b) The Regional Support Network did not provide a written response within thirty days from the date a written request was received ;
  - c) The Regional Support Network (mental health pre-paid in-patient health plan), the Department of Social and Health Services, or a provider denies services.

To request a hearing, you may request a Hearing Request form from me at 397-2130, or you may contact our Ombuds at the number listed above. You may also contact the DSHS at 1-800-713-6010 to make a request for administrative hearing.

Please contact me if you have further questions about our grievance policy and procedure.

Sincerely,

Sela Barker, LCSW  
Quality Manager